



STATE OF TENNESSEE
BUREAU OF TENNCARE
DEPARTMENT OF FINANCE AND ADMINISTRATION
310 GREAT CIRCLE ROAD
NASHVILLE, TENNESSEE

Memo

To: All TennCare Providers
From: TennCare Pharmacy Program
Date: February 1, 2007
Re: Ineligible Claim Resubmission

The claims processing problems with TennCare recipients in the middle Tennessee region that occurred on 1/31/2007 have been resolved. Claims that denied **yesterday** due to this problem should be resubmitted **with a date of service of 1/31/2007** if you think the recipient's February **prescription limits** will be adversely impacted. While we are working to resolve any residual issues, if you encounter an ineligibility denial that you believe is not accurate, please contact TennCare directly at (888) 816-1680 as soon as possible.

We apologize for this inconvenience and appreciate your commitment to serve TennCare patients.